

## **Languages, Forms, & Patient Educational Material Needs**

### **Indiana State Department of Health TB/Refugee Health Division**

Nationally, foreign-born TB cases are greater than US born TB cases however, in Indiana US born cases are greater than foreign-born TB cases however foreign born cases have risen each year. Therefore, the need has emerged to seek out the language needs of local health departments (LHDs) to help to better equip them as they face increased populations of non-English speakers.

A questionnaire (see Appendix A) was developed by the health educator after consultation with Indiana State Department of Health TB/Refugee Health personnel. The questionnaire was administered during the 2010 TB Regional Meeting to LHDs to find out their language needs and incentives were given out to increase the response rate.

The questionnaire was hand tabulated by the health educator. A total of 57 (N=74) questionnaires were returned to the health educator with a response rate of 77.0%. Forty-two LHDs were represented at the meeting and thirty-five (83.3%) LHDs returned their questionnaire. However, LHDs and non-LHDs i.e. infection control staff participated in the meeting therefore non-LHDs might have filled out the questionnaire as well.

A summary of the questions is as follows but Appendix B can be reviewed for a complete listing of each question:

1) The top three languages encountered by LHDs were Spanish (n=54, 94.7%), Chinese (n=13, 22.8%), and Burmese-Chin (n=12, 21.1%).

2) The forms most often used in TB Control by LHDs were Direct Observed Therapy (DOT) Contract or Consent to Treat (n=38, 66.7%), Tuberculosis Health Agreement (n=37, 64.9%), Health Directive (n=29, 50.1%), and DOT Log (n=14, 24.6%).

3) The topics of TB control and prevention LHDs most preferred to have forms in other than English was in ranking order as follows:

- a. Latent Tuberculosis Infection (LTBI)
- b. Tuberculosis
- c. Medication
- d. Isolation
- e. Adverse reaction(s)
- f. DOT
- g. TST/IGRAs
- h. BCGs
- i. Online educational resources

4) The patient education materials most preferred in language other than English is fact sheets/brochures/pamphlets (n=45, 78.9%), pocket guides (booklets, n=32, 56.1%), flipbooks (n=23, 40.1%), online educational resources (n=8, 14.0%), DVDs (n=5, 8.8%), and CD-Rom (n=2, 3.5%).

5) The majority (n=34, 59.6%) of the LHDs do not have access to Language Line Services and would use it (n=23, 40.4%) if it was available to them.

The final question on language needs survey was an open-ended question to allow LHDs to share any additional information they wanted to in regards to their language needs. Also, included at the end of the questionnaire were items pertaining to the operations manual for screening TB in county Jails (toolkit).

Most LHDs have received their toolkit (n=41, 71.9%) and follow-up was done to ensure every LHD had their tool kit. As well as the majority (n=35, 61.4%) of LHDs were interested in a teleconference between LHDs and correctional facilities in the future.

Additional space was provided at the end of the survey for any additional comments LHDs wanted to share with ISDH TB/Refugee Health Division.

In conclusion, LHDs are in need of forms and patient educational materials in languages other than English.

Appendix A

**Languages, Forms, & Patient Educational Material Needs  
Indiana State Department of Health TB/Refugee Health Division**

Name: \_\_\_\_\_

Local Health Department (LHD): \_\_\_\_\_

Please take a few minutes to answer the following questions to help us identify and prioritize your language, forms, patient educational material needs for TB Control, and give us feedback on the operations manual for Screening TB in County Jails. This information is confidential and will be used to better meet LHDs needs.

1. What are your top three languages you encounter with TB control outside of the English language?

\_\_\_\_\_

2. What forms do you need in another language other than English? Please check all that apply

☐ Tuberculosis Health Agreement

☐ DOT Log

☐ Health Directive

☐ Other: \_\_\_\_\_

☐ Direct Observed Therapy (DOT)  
Contract or Consent to Treat

☐ Other: \_\_\_\_\_

3. In what topics of TB Control and Prevention do you most prefer to have forms other than English?  
Place in ranking order, 1-10 , 1 being most needed to 10 being least needed

\_\_\_ BCGs

\_\_\_ DOT

\_\_\_ Tuberculosis

\_\_\_ Medication

\_\_\_ Latent Tuberculosis Infection (LTBI)

\_\_\_ Adverse reaction(s)

\_\_\_ TST/IGRAs

\_\_\_ Online educational resources

\_\_\_ Isolation

\_\_\_ Other: \_\_\_\_\_

4. What format of patient educational materials is most preferred in languages other than English? Please check all that apply

☐ Fact sheets/brochures/pamphlets

☐ Flipbooks

☐ Pocket guides (booklets)

☐ Online educational resources

☐ CD-Rom

☐ Other: \_\_\_\_\_

☐ DVD

☐ Other: \_\_\_\_\_

5. Does your LHD provide access to Language Line (phone interpreting) Services? Please Circle

Yes    No

6. If not, would you use Language Line Services if it was available to you? Please Circle

Yes    No

7. Please add anything else that would be useful for us to know concerning your (Over)  
and patient educational material needs?

8. Did you receive your operations manual for Screening TB in County Jails? Please Circle

Yes    No

9. Would you be interested in a teleconference with LHDs and correctional facilities? Please Circle

Yes    No

Additional Comments:

**Thank you!**

## Appendix B

### Languages, Forms, & Patient Educational Material Needs Indiana State Department of Health TB/Refugee Health Division

#### Local Health Department (LHD):

Allen (2)	Delaware (1)	Howard (2)	Lawrence (1)	Ripley (1)
Bartholomew County (2)	Elkhart County (2)	Jackson (2)	Marion County (9)	Rush (1)
Brown (1)	Gibson (2)	Jennings (1)	Marshall (1)	St. Joseph (SJHD) (1)
Clark (2)	Grant (1)	Johnson (1)	Miami (1)	Shelby (2)
Dearborn (2)	Hamilton (1)	Jay (1)	Monroe (1)	Vanderburgh (1)
Decatur County (2)	Hendricks (1)	Kosciusko (1)	Montgomery County (1)	Wabash (1)
DeKalb (1)	Henry (1)	Lake County (3)	Putnam (1)	Wells (2)

Please take a few minutes to answer the following questions to help us identify and prioritize your language, forms, and patient educational material needs for TB Control, and give us feedback on the operations manual for Screening TB in County Jails. This information is confidential and will be used to better meet LHDs needs.

#### 10. What are your top three languages you encounter with TB control outside of the English language?

<b>Spanish (n=54, 94.7%)</b>	Vietnamese (n=6, 10.5%)	Serbian (n=3, 5.3%)	Multiple dialects from India (n=1, 1.8%)	Philippines (n=1, 1.8%)
<b>Chinese (n=13, 22.8%)</b>	Karen (Burmese) (n=5, 8.8%)	Indian (n=2, 3.5%)	Mandarin (n=1, 1.8%)	Punjabi (n=1, 1.8%)
<b>Burmese (Chin) (n=12, 21.1%)</b>	Korean (n=4, 7.0%)	Arabic (n=1, 1.8%)	Middle East Pakistan, India (n=1, 1.8%)	Thai (n=1, 1.8%)
Japanese (n=7, 12.3%)	Polish (n=3, 5.3%)	Hindu or other India dialects (n=1, 1.8%)	Filipino (Philippines) (n=1, 1.8%)	

#### 11. What forms do you use most often in TB Control? Please check all that apply

Tuberculosis Health Agreement (n=37, 65%)

Health Directive (n=29, 50.9%)

**Direct Observed Therapy (DOT) Contract or Consent to Treat (n=38, 66.7%)**

DOT Log (n=14, 24.6%)

Other:

- all (1 response)
- I need these in English, too (1 response)

- LTBI information (1 response)
- Procedures of DOT (1 response)

Other:

- Medication Info (1 response)
- TB case information (1 response)

12. In what topics of TB Control and Prevention do you most prefer to have forms other than English?  
Place in ranking order, 1-10, **1 being most needed to 10 being least needed**

BCGs (245, 8<sup>th</sup>)

Tuberculosis (120, 2<sup>nd</sup>)

**Latent Tuberculosis Infection (LTBI)**  
**(108, 1<sup>st</sup>)**

TST/IGRAs (214, 7<sup>th</sup>)

Isolation (186, 4<sup>th</sup>)

DOT (212, 6<sup>th</sup>)

Medication (163, 3<sup>rd</sup>)

Adverse reaction(s) (198, 5<sup>th</sup>)

Online educational resources (249, 9<sup>th</sup>)

Other:

Contact investigation (1 response)

Sputum collection (1 response)

13. What format of patient educational materials is most preferred in languages other than English? Please check all that apply

**Fact sheets/brochures/pamphlets (n=45, 78.9%)**

Pocket guides (booklets) (n=32, 56.1%)

CD-Rom (n=2, 3.5%)

DVD (n=5, 8.8%)

Flipbooks (n=23, 40.4%)

Appropriate for kids (1 response)

? (1 response)

Online educational resources (n=8, 14.0%)

Other:

Other:

14. Does your LHD provide access to Language Line (phone interpreting) Services? Please Circle

Yes (n=21, 36.8%)

**No (n=34, 59.6%)**

Not yet

Have not needed it

Have two interpreters grant funded. Have two bilingual staff in outreach positions.

?

State health dept phone interpreting information

15. If not, would you use Language Line Services if it was available to you? Please Circle

**Yes (n=23, 67.6)**

We don't have very many non-English patients, but would be a great resource.

For other languages and Spanish

If a case needed it

If free (2)

It would have to be at no cost to LHD.

If needed (2)

No (n=9, 26.5%)

I have never used it

Not needed it as time

? (2)

16. Please add anything else that would be useful for us to know concerning your LHD language, forms, and patient educational material needs?

- Spanish is really the most common language other than English. I have gone online to obtain some materials
- Hospital hot line
- Have a hotline to LHD for hospitals to utilize for resource info-guidance & help!
- Partnered with Sus Amigos, a Latino services organization to help with interpretation at contact TST clinics and to write customized letter for contact investigation. All materials were sent in English/Spanish on opposite sides. I have not had any pts in the county that spoke other than English & Spanish
- Japanese materials
- We've never had anyone with another language that we had to do.
- There are only a few Spanish speaking people that live in our county
- Have recently needed Japanese materials complete forms needed for LTBI
- Have a hot-line added to LHD for hospitals to use for a resource
- Would like more posters

17. Did you receive you operations manual for Screening TB in County Jails? Please Circle

**Yes (n=41, 71.9%)**

@ LHD-Jail also received a copy

No (n=9, 15.8%)

N/A

— I don't think so

— ? will have to check

18. Would you be interested in a teleconference with LHDs and correctional facilities? Please Circle

**Yes (n=35, 61.4%)**

Absolutely!

If time allows participation (schedule)

If time to participate

If jail nurses were included

No (n=16, 28.1%)

Unsure

— Not at this time vaccines have overwhelmed my department

— We've already been in contact with---work closely with local correctional facility regarding TB & other communicable disease

Additional Comments:

HELP! My numbers are in the 50's.

Thank you for hosting this event!

We do not provide services to our jail - they have their nurse through contract service.

We have a very low percentage of immigrant population

At this time, I have not had to use any material for another language

I would like a printed copy of the new ISDH TB Manual. It is hard to navigate online.

Very good regional

Would like more cultural information such as i.e. Do they touch, bow, do you enter their space, do they feel strange, are they trusting or not to trust

Need more CHW \$ (HELP)!

I need all forms in Spanish for topics of TB control and prevention and all topics are equally important.

**Thank you!**